

## CLAIMS

What is claimed is:

1. A system, comprising:  
an HTTP gateway adapted to establish a communication link with an HTTP server; and  
an instant messaging communication subsystem adapted to enable communication between a plurality of instant messaging user interfaces coupled to the instant messaging communication subsystem;  
wherein, the HTTP gateway establishes a communication link with the instant messaging communication subsystem and wherein the HTTP gateway is adapted to receive commands from the instant messaging user interfaces, convert the commands to HTTP requests, send the HTTP requests to the HTTP server, receive HTTP responses to the HTTP requests from the HTTP server, and send the HTTP responses to the instant messaging user interfaces via the instant messaging communication subsystem.
2. The system of claim 1, further comprising at least one instant messaging bot, wherein the HTTP gateway is coupled to the instant messaging communication subsystem via the at least one instant messaging bot and the instant messaging bot receives the commands from the instant messaging user interfaces and sends HTTP responses to the users interfaces via the instant messaging communication subsystem.
3. The system of claim 1, further comprising a back-end database connected to the HTTP server, wherein the HTTP server is adapted to query the back-end database in preparing the HTTP responses.
4. The system of claim 1, wherein the HTTP gateway further comprises a configuration file that is adapted to determine with which of the instant messaging subsystems the gateway establishes a communication link.

5. The system of claim 1, wherein the HTTP gateway further comprises a configuration file, and further wherein the configuration file is adapted to determine with which of the HTTP servers the gateway establishes a communication link.
6. The system of claim 1, wherein the HTTP gateway is adapted to map the HTTP requests to specific paths on the HTTP server.
7. The system of claim 1, wherein the HTTP gateway polls the instant messaging communication subsystem for the commands from the instant messaging user interfaces.
8. The system of claim 1, wherein conversion of commands from instant messaging user interfaces into the HTTP requests comprises creation of form variables by the HTTP gateway based on the commands.
9. The system of claim 1, wherein the HTTP gateway extracts text portions of the HTTP responses and communicates the text portions to the instant messaging user interfaces.
10. A method, comprising:
  - transmitting commands from a plurality of instant messaging user interfaces to an HTTP gateway via an instant messaging communication subsystem;
  - converting the commands to HTTP requests;
  - transmitting the HTTP requests to an HTTP server;
  - generating HTTP responses to the HTTP requests; and
  - transmitting the HTTP responses to the instant messaging user interfaces via the instant messaging communication subsystem.
11. The method of claim 10, wherein transmitting commands from a plurality of instant messaging user interfaces comprises receiving the commands via an

instant messaging bot and forwarding the commands from the bot to the HTTP gateway.

12. The method of claim 10, wherein generating HTTP responses to the HTTP requests comprises querying a back-end database.

13. The method of claim 10, wherein transmitting commands from a plurality of instant messaging user interfaces to the HTTP gateway comprises accessing a configuration file to determine with which of the instant messaging communication subsystems the gateway establishes a communication link.

14. The method of claim 10, wherein transmitting the HTTP requests to the HTTP server comprises mapping the HTTP requests to specific paths on the HTTP server.

15. The method of claim 10, wherein transmitting commands from a plurality of instant messaging user interfaces to the HTTP gateway comprises polling the instant messaging communication subsystem for the commands.

16. The method of claim 10, wherein converting the commands to HTTP requests comprises creating form variables by the HTTP gateway based on the commands.

17. The method of claim 10, wherein transmitting the HTTP responses to the instant messaging user interfaces comprises extracting text portions of the HTTP responses and communicating the text portions to the instant messaging user interfaces.

18. A system comprising:  
means for establishing a communication link between an HTTP gateway  
and an HTTP server;

means for transmitting commands from a plurality of instant messaging user interfaces coupled to an instant messaging communication subsystem to the HTTP gateway via at least one instant messaging bot;

means for converting the commands to HTTP requests;

means for transmitting the HTTP requests to the HTTP server;

means for generating HTTP responses to the HTTP requests; and

means for transmitting the HTTP responses via the at least one instant messaging bot to the instant messaging user interfaces.

19. The system of claim 18, wherein generating HTTP responses to the HTTP requests comprises a means for querying a back-end database.

20. The system of claim 18, wherein transmitting the HTTP requests to the HTTP server comprises a means for mapping the HTTP requests to specific paths on the HTTP server.

21. A gateway, comprising:

a CPU;

a storage device coupled to the CPU and containing executable code;

wherein, upon executing the code, the processor receives commands from instant messaging user interfaces, converts the commands to HTTP requests, sends the HTTP requests to an HTTP server, receives HTTP responses from the HTTP server, and sends the HTTP responses to the instant messaging user interfaces via an instant messaging communication subsystem.

22. A gateway as recited in claim 21, wherein the CPU further comprises executable code for an instant messaging bot, wherein the instant messaging bot receives commands from the instant messaging user interfaces and sends HTTP responses to the users interfaces via the instant messaging communication subsystem.

23. A gateway as recited in claim 21, further comprising a configuration file and wherein the CPU accesses data in the configuration file to determine with which of the instant messaging subsystems the gateway establishes a communication link.

24. A storage device containing software that, when executed by a processor, causes the processor to:

- receive commands from a plurality of instant messaging user interfaces;
- convert the commands to HTTP requests;
- transmit the HTTP requests to an HTTP server;
- receive HTTP responses from the HTTP server; and
- transmit the HTTP responses to the instant messaging user interfaces via an instant messaging communication subsystem.

25. A storage device as recited in claim 24, wherein receiving commands from a plurality of instant messaging user interfaces comprises receiving the commands via an instant messaging bot.

26. A storage device as recited in claim 24, wherein receiving HTTP responses from the HTTP server comprises querying a back-end database.

27. A storage device as recited in claim 24, wherein receiving commands from or transmitting HTTP responses to a plurality of instant messaging user interfaces comprises accessing a configuration file to determine with which of the instant messaging communication subsystems to establishes a communication link.